



Case Management Best Practices

**YWCA of Greater
Milwaukee**



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Case Management

Case Staffing



What Is Case Staffing?

A process in which the FEP reviews the case with a Case Management Manager, QA Specialist or Team Lead in an effort to make an informed and supported case management decision.

Why Do Case Staffing?

- Good case management practice
- Caseload control strategy
- Appropriate placements
- Consistency amongst workers
- Lends to staff development and support



What Does It Take To Do Case Staffing?

- Standardized schedules
- Availability and commitment of supervisory staff
- Back-up system

What Cases Get Staffed?

- Intakes/initial placements
- Placement moves from unsubsidized to subsidized
- Placement moves between subsidized placements
- Extensions
- Case closures

Challenges....

- It is labor intensive for supervisory staff.
- During transition, staff may feel overly scrutinized.
- Are we getting them all?
- Worker discretion declines.



Benefits...

- Appropriate placements
- Appropriate case closures
- Subsidized caseload reduction



YWCA Results

- 19% subsidized caseload reduction since implementing this strategy.
- December 31, 2005 target subsidized caseload goal achieved!



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Case Management Services for Job Ready Individuals (CMS)



Who is appropriate for Job Ready Placement?

- Has no barriers to work which cannot be addressed through supportive services
- Is capable of working and has a willing attitude
- Has a steady and/or recent work experience
- Has an education or training background that allows the individual to compete for available jobs in the unsubsidized labor market

Wisconsin Works Manual 7.1.1.1

Agency Services

- Weekly FEP appointments: scheduled at the first appointment for the next 4 weeks
- Assignment to weekly Job Club activity facilitated by Placement Specialists
- Weekly one-on-one appointments with a Placement Specialist
- Assignment to 25 hours per week of outside employer contacts
- Other services as deemed appropriate

Tracking

- Automated tracking of onsite activities via time card
- Contact logs reviewed weekly by FEP and Job Seeker for appropriate follow up action
- Weekly evaluation of placement and activities

YWCA Results

- Of 152 recorded W-2 entered employments for the period 4/25-6/17, 18% of those Job Seekers had as their previous placement CMS.
- For the 9 week period referenced above, the YWCA's average CMS caseload was 56 cases and 28 of those (50%) were connected to employment.

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